How to Apply to Become a Support Broker

Any person who wishes to become a support broker can find an application and detailed information regarding the complete process on the Idaho Department of Health and Welfare's Web site at: **www.selfdirection.idaho.gov**.

Support broker applications can be accepted by any Regional Medicaid Service Unit. Applications are reviewed by Medicaid staff to ensure the person meets the minimum qualifications for taking the "Support Broker Qualifying Examination". The examination is scheduled on an as-needed basis by the regional Medicaid care manager or quality assurance specialist.

Minimum requirements to be a support broker:

- Eighteen years old.
- Skills and knowledge typically gained by completing college courses, community classes, or workshops that would count toward a degree in the human services field.
- At least two years of verifiable experience with the target population.
- Knowledge of services and resources in the developmental disabilities field.
- Must supply proof of criminal history check clearance by the Department of Health and Welfare.
- Must pass the "Support Broker Qualifying Examination".

Additional helpful skills and knowledge:

- Negotiation
- Contract development
- Conflict resolution
- Community resource development
- Person-centered planning

A person is not eligible to become a support broker for a participant if the person is:

- The participant's guardian, payee, or conservator.
- The participant's parent.
- The participant's spouse.
- Employed by an agency that provides paid community supports to the participant.

The application and criminal history check:

A support broker applicant must submit to a criminal history background check through the Criminal History Unit. To apply, use the employer identification number **1710**.

For more information on how to complete a criminal history background check, go to: **www.chu.dhw.idaho.gov**. Applicants in the Boise area can call: 332-7990. Applicants outside the Boise area can call toll-free at: (800) 340-1246. The support broker application can be accessed on the Idaho Department of Health and Welfare's Web site at: **www.selfdirection.idaho.gov**.

Submit completed applications to:

Idaho Department of Health and Welfare Regional Medicaid Services Attn: Mellie Turrittin 3402 Franklin Road Caldwell, ID 83605

Fax: (208) 454-7625 Phone: (208) 455-7158

Medicaid will review the support broker application within ten business days of receipt and mail the applicant information regarding the support broker examination and what steps to take next to qualify to be a support broker.

Training:

The Idaho Department of Health and Welfare has a Web site specific to support broker training. It is located at: **www.selfdirection.idaho.gov**.

Required examination:

- a. The "Support Broker Qualifying Examination" will be given monthly at the Regional Medicaid Services Units.
- b. Call at least one week ahead of each test date to arrange for your exam.
- c. There is no fee for the test.

Passing the application exam:

Applicants who score 70 or higher on the exam will be sent a notice within 30 days from the date of the test verifying they have successfully completed the support broker application process. Their names will be placed on a register of approved support brokers. This register is maintained by Medicaid and is available on the self-direction Web site.

Note: In order to remain on the support broker register, documentation of 12 hours of relevant on-going training must be submitted annually. Six hours of this requirement can be met through self-study. The process for submitting documentation is explained in the *Support Broker Manual*.

Failure to pass the application exam:

Applicants that do not pass the application exam will be notified in writing. Each applicant can re-take the exam three times in one 12-month period. An applicant who fails the exam three consecutive times must wait one year from the date of the last failed exam to re-take the test.